

## REMARKS

Applicant hereby requests further consideration of the application in view of the amendments above and the comments that follow.

### **I. Status of the Claims**

Claims 13 and 14 stand rejected under 35 USC § 101 as being directed to non-statutory subject matter.

Claims 1-18 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No. 5,884,284 to Peters ("Peters") in view of U.S. Patent No. 6,349,238 to Gabbita ("Gabbita").

The rejections under Sections 101 and 103 will now be addressed.

### **II. Section 101 Rejections**

Claim 13 has been amended as suggested by the Examiner. Applicant submits that this is not a substantive amendment and does not affect the scope of the claims.

In view of the above amendments, Applicant requests that the rejection under Section 101 be withdrawn.

### **III. Section 102/103 Rejections**

Claim 1 recites a method of correcting an error in a service order. The service order includes an electronic document having a plurality of fields, and the plurality of fields have data associated therewith. The method includes:

providing a service order control panel, the service order control panel comprising a plurality of function controls, each function control having an associated predetermined function that manipulates data in at least one of the plurality of fields in the service order;

detecting an error in the service order, wherein said detecting is performed by a service provider using computer software code to identify a data irregularity;

accepting user input from a user to select a function control, wherein the user input is provided by a service provider; and

automatically performing the predetermined function associated with the selected function control to manipulate data to correct the error in at least one of the plurality of fields in the service order.

Applicant submits that at least the above underlined portions of Claim 1 are not taught or suggested by Peters in view of Gabbita.

Claim 1 has been amended to clarify that the error detecting is performed by a service provider using computer software code to identify a data irregularity. Support for the amendments can be found, for example, in the specification on page 8, lines 1-6.

Peters proposes a computerized system and method of telecommunication user account management. *See* Abstract. The Action concedes that Peters does not disclose detecting an error in the service order, that the detecting is performed by a service provider, or that manipulating the data is to correct the error in at least one of the plurality of fields in the service order. *See* the Action, page 4. The Action takes the position that Gabbita teaches these features and concludes that such a combination would have been obvious. In particular, the Action takes the position that Gabbita teaches that "existing orders can be modified using a supplemental orders means in response to detecting an error in a service order and that the detection and data manipulation are performed by a service provider (*e.g.*, see col. 2, lines 10-15 and col. 9, lines 60-67 - col. 10, lines 1-10)."

Applicant submits that Gabbita does not teach or suggest error detecting that is performed by a service provider using computer software code to identify a data irregularity. Gabbita merely discusses using Supplemental Orders to modify existing orders for reasons such as "an error in the customer address" or "more complex issues such as the rejection of an order in a later stage of processing because an error was detected." *See* col. 9, lines 60-65 (cited in the Action). Gabbita further discusses that "Supplemental Orders are typically only created by Order Entry in response to a customer request or an error identified by a downstream user." *See* col. 14, lines 9-12 (emphasis added). Order Entry in Gabbita refers to "Order Entry (OE) personnel" who are responsible for creating Work Orders and Service Orders. *See* col. 7, lines 60-62. Therefore, "errors" in Gabbita are apparently identified by

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downstream users or customers, and Gabbita does not teach or render obvious detecting an error by using computer software code to identify a data irregularity as recited in Claim 1.

Accordingly, neither Gabbita nor Peters teaches or renders obvious all of the recitations of Claim 1 as required by § 103.

Independent Claims 13 and 15 recites analogous features to those recited in Claim 1, and are likewise patentable for the reasons discussed with respect to Claim 1. Claims 2-12, 14 and 16-18 are patentable at least per the patentability of the claims from which they depend.

### CONCLUSION

Accordingly, Applicant submits that the present application is in condition for allowance and the same is earnestly solicited. Should the Examiner have any small matters outstanding of resolution, he is encouraged to telephone the undersigned at 919-854-1400 for expeditious handling.

Respectfully submitted,

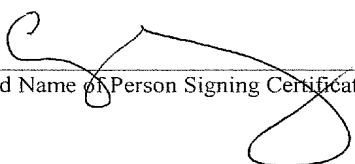


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### CERTIFICATION OF TRANSMISSION

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